Job Description

Job title:	Property Appraisal Officer
Reports to:	Assistant Director of Asset Strategy
Responsible for:	No Direct line management responsibility

Role Overview

We make moments that matter by truly caring about our customers and ensuring they are at the heart of everything we do.

Like us, you are committed to exceptional customer service, and working hard to ensure our customers feel valued, heard, and supported. We deliver affordable homes and build better futures by actively listening to the needs and aspirations of our customers. We work to create communities where people feel safe, secure, and empowered. By fostering open communication, offering tailored services, and continually striving for excellence, we all aim to build lasting relationships that go beyond housing – enhancing lives and contributing to thriving, vibrant communities where everyone can feel good to be home.

As a Property Appraisal Officer, you will play an important role in helping Accent make informed decisions about its homes and communities. Working as part of our Asset Strategy team, you will assess the performance of individual properties and portfolios, providing high-quality analysis and recommendations to support investment, reinvestment, redevelopment and disposal decisions. Through financial modelling, data analysis and close collaboration with colleagues across the organisation, you will help ensure our housing portfolio delivers the greatest possible value for customers, communities and the business while supporting Accent's charitable objectives and strategic priorities.

Core Values Alignment

We live and breathe our values. We are Smart, Driven, Caring, and Inclusive. Our colleague and leader competency framework underpins this and helps provide focus and clarity around the behaviours and attributes that are expected at Accent. Our focus on value for money ensures that we continue to spend wisely, work productively and make the best use of our resources. This is all about how we do things: it's what we expect everyone to embrace and work towards in their roles.

As a Property Appraisal Officer, you will support strategic decision-making by providing accurate analysis, meaningful insight and well-reasoned recommendations. You will work collaboratively across the business to help ensure our homes remain sustainable, high-performing and aligned with organisational priorities. Through a balanced consideration of financial viability, social value and customer impact, you will contribute to decisions that strengthen our housing portfolio and support the delivery of safe, affordable homes for the future.

Key Responsibilities and Duties

- Conduct detailed property performance assessments, including financial modelling and data analysis
- Undertake options appraisals for individual properties and portfolios, considering financial return, sustainability, and resident impact
- Analyse data from multiple sources, including internal systems and external market intelligence
- Support the development and ongoing improvement of the Asset Appraisal Model
- Prepare clear, concise reports on asset performance and recommendations for intervention
- Work closely with internal teams including Finance, Development, and Customer Services to align asset strategies with wider business objectives
- Support governance processes for disposals, reinvestment, and investment decisions
- Manage stakeholder expectations, ensuring clarity, transparency, and alignment
- Attend key meetings and workshops, contributing to programme delivery

The must haves:

- Experience analysing property, housing, asset, financial or business performance data.
- Strong numerical, analytical and problem-solving skills, with the ability to interpret complex information and identify trends.
- Experience of financial modelling, options appraisals, business case development or investment analysis.
- Strong attention to detail and commitment to data accuracy.
- Experience working collaboratively with multiple stakeholders to achieve shared objectives.
- Excellent communication and organisational skills.
- Ability to manage competing priorities and work independently.
- Full UK driving licence and willingness to travel where required.

The added extras:

- Experience working within the social housing sector.
- Knowledge of strategic asset management and housing portfolio performance.
- Experience using Power BI, GIS or other business intelligence and reporting tools.
- Relevant qualification in housing, property, finance, economics, business analysis or a related discipline.

This role description highlights key responsibilities but is not exhaustive. Colleagues will agree on priorities with their Line Manager and are expected to work flexibly, supporting the team and working collaboratively across teams to deliver outstanding results for our customers. Working together as one team is our norm at Accent and reflects how we achieve success and meet the organisation's evolving needs.

We work flexibly and on an agile basis. We design our work around the customer with the focus being on ensuring we deliver the best possible service to our customers and to the best of our abilities. How and where you work will be agreed with your line manager to achieve the best outcome for both the organisation and for you, wherever possible.